

CUSTOMER AGREEMENT/CONTRABAND WARNING

PLEASE READ CAREFULLY AND SIGN ON PAGE TWO

1. Customer is responsible for the drop-off and pick-up of their project. Drop-off and pick-up is at the Phoenix Central Office or the ACI Florence Warehouse by appointment only during the hours of 8:00 am until 1:00 pm Monday through Friday excluding State Holidays. Contact ACI Customer Service Representative at 602-272-7600 to schedule an appointment.
2. Price quotations for projects require a cost estimate by our ACI staff. To achieve this, your item(s) must be sent to the appropriate shop for evaluation. The customer agrees to allow ACI to send their furniture to the appropriate shop for an estimate.
3. Once the estimate has been provided by experienced ACI staff, the customer will have 15 business days to accept the estimate and to PROVIDE THE NEEDED MATERIAL, if required, for the project. If the customer does not agree to have the work done, or the shop is unable to perform the work required, the item(s) will be returned to the Phoenix Central Office or ACI Florence Warehouse. The customer will have 15 days from the date Customer Service notifies them that the item(s) has been returned to the warehouse to pickup up item(s). After 45 days from the initial notification, if the customer fails to reclaim the furniture, it is understood that ACI has been given license to dispose of the furniture or sell the items to recover any costs associated with the work done on the items.
4. A 50% DEPOSIT is required before a project can begin production. Payment is made in the form of a check or credit card at the Central Office. Customer service will notify the customer when the work has been completed and the item(s) are ready for pickup-up. The customer will have 15 days from the date of the initial notification by Customer Service to reclaim their furniture. After 45 days, if the customer fails to reclaim the furniture, it is understood that ACI has been given license to dispose of the furniture or sell the items to recover any costs associated with the work done on the items.

Warranty Information for Customers

A warranty on workmanship of 90 days will be in place for all upholstery and wood/metal refurbishing. Arizona Correctional Industries warranty of work completed does not include nor cover damage that occurs as a result of misuse, abuse, accident, institutional/commercial use or in transit or shipping from the manufacturing facility. Because of the training nature of the program and the craftsmanship involved, the turnover of inmate workers may mean that minor variations will occur from piece to piece. Therefore this warranty does not cover such differences in the pieces of any customer's current or previous order.

The materials used are warranted only to the extent of the warranty provided by the manufacturer of the material. Some materials are not guaranteed for wearing quality. If fabrics chosen are not specifically designed for upholstery application, ACI is not responsible for their ultimate performance on any upholstered piece.



Security Warning / Contraband Clarification

ACI is an INMATE training division of the Arizona Department of Corrections. ACI employs INMATES to produce quality products while learning skills not previously experienced.

By contacting ACI's customer service department, you have expressed an interest in the services ACI can provide using learned inmate labor skills.

You have also exposed yourself to the SECURITY REQUIREMENTS of any transaction between yourself and ACI.

SECURITY IS OF PRIMARY IMPORTANCE, therefore No Contraband is allowed to be transferred by or through the project(s) you present. The responsibility is fully yours for any contraband found and you will be prosecuted to the full extent of the law.

Possessing a weapon, narcotic drug, marijuana, camera, explosives or other contraband on prison property is a violation of state law and will be prosecuted to the full extent of the law pursuant to Contraband Statute (ARS 13-2505).

All persons, including employees and visitors upon entering this institution – including the ACI Central Office, the parking lot and all grounds surrounding this institution are subject to routine searches of their person, articles or vehicles.

Contraband - Any item considered to be a detriment to the safe and orderly operation of an institution. Contraband includes, but is not limited to:

- Any item which could be used as an aid to escape
- Any item which could be used to disguise or alter an inmate's appearance
- Any item of clothing or items for personal use or consumption that are not cleared first through security or the property room of the institution
- Cameras, video, audio, or related equipment, unless authorized by order of written instructions
- The introduction and/or possession of any separate components that may aid in the use of wireless devices and/or multimedia storage devices. This includes, but may not be limited to:
 - Cell phone, cell phone chargers, cell phone batteries
 - Mobile chargers
 - Any other item that staff reasonably determines may aid in the use of wireless devices and/or multimedia storage devices

I, (Print Name Clearly) _____ have read and understand the Security Warning / Contraband Clarification and agree to its terms.

Signature

Date

Customer Service Representative

